

General Terms and Conditions (GTC)

for sale on the Maison&Objet platform

Effective from: 28 August 2025

Service provider: Carneol Kft.

Headquarters: 2120 Dunakeszi, Repülőtéri út 1.

E-mail: office@carneol.hu

Phone: +36 70 6327504

1. General provisions

1.1. The present GTC regulates the terms and conditions of the contractual relationship between Carneol Kft. and the business sale on the maison-objet.com platform. 1.2. The Maison&Objet platform is a third-party exhibition and commercial channel through which Carneol Kft. presents and sells its products. The operation of the platform is also subject to the General Terms of Use of the maison-objet.com. 1.3. The products of Carneol Kft. can only be purchased under the terms and conditions set out herein, and the customer contacts the company by accepting these conditions. 1.4. The essential conditions of purchase (prices, product descriptions, delivery conditions) are determined by Carneol Kft., which may differ from other sales channels.

2. Conclusion of the contract

2.1. The intention to purchase shall be considered as an offer submitted through the maison-objet.com platform, which shall be concluded with the approval of Carneol Kft. 2.2. The date of conclusion of the contract is when Carneol Kft. confirms the order to the customer. 2.3. By placing an order, the customer accepts the price of the products and the GTC of Carneol Kft., and is obliged to perform in accordance with the conditions set out therein. 2.4. The customer is obliged to provide correct and true data, in particular billing and shipping data.

3. Prices and payment

3.1. The prices are determined by Carneol Kft.

3.2. Payment is possible in Maison-objet.com methods prescribed on the platform.

4. Delivery and pick-up

4.1. The products are delivered to the address provided by the customer or to the agreed pick-up point.4.2. The costs and deadlines of the delivery shall be determined by Carneol Kft. and shall inform the customer thereof.4.3. The customer is obliged to inspect the integrity of the package upon receipt or to notify it immediately in case of damage caused during transport.4.4. During the operation of the Maison&Objet platform, the rules set by the platform may also govern the details of pick-up and delivery.

5. Withdrawal and refund

5.1. Customers are subject to EU consumer protection legislation and the Hungarian right of withdrawal.5.2. In the case of individual products made specifically according to the customer's needs, the right of withdrawal does not apply.5.3. In case of withdrawal, the customer must return the product in its unopened, original condition, and the costs of returning the product are borne by the customer.5.4. After receiving the returned product, Carneol Kft. will refund the purchase price to the customer.

6. Warranty and Warranty

6.1. The products are subject to the warranty and warranty conditions specified by law.6.2. In case of defective performance, the customer may request repair, replacement or price reduction from Carneol Kft.6.3. The customer is obliged to report the defect immediately.

7. Data protection

7.1. Carneol Kft. processes customer data in accordance with the applicable data protection legislation.7.2. Customers consent to the processing of their data, the performance of the contract and the maintenance of contact.

8. Limitation of Liability

8.1. Carneol Kft. shall not be liable for any damage arising from technical errors or operational problems of the Maison&Objet platform.

8.2. The Customer acknowledges that the Platform is an intermediary platform operated by a third party, for the operation of which Carneol Kft. is not liable.

9. Dispute and applicable law

9.1. The settlement of any disputes that may arise between the parties shall be governed by Hungarian law.9.2. In the event of a legal dispute, the parties primarily try to settle the problems amicably, through conciliation.9.3. If this does not lead to a result, the Hungarian court has jurisdiction.

10. Custom handicrafts and quality control

10.1. The products sold by Carneol Ltd. are all unique handicrafts, the colour, pattern and shape of which may vary from product to product, so each piece is unrepeatable and has specific characteristics.10.2. In all cases, products are carefully quality checked before delivery to ensure functional and aesthetic compliance.10.3. As the appearance of individual products is inherently varied, quality complaints should be assessed with this approach.10.4. In the event of an obvious defective product that is unable to fulfil its intended function, Carneol Kft. is obliged to accept the complaint and to enable the repair, replacement or exercise of the right of withdrawal of the defective product.10.5. However, objections that relate solely to a unique taste, style, colour or pattern do not automatically constitute grounds for acceptance of a claim and do not oblige us to accept or replace it in all cases.10.6. Buyer acknowledges that in the case of unique handicraft products, natural differences in shades, textures and patterns are not to be considered defects or quality complaints.